

# Fact Sheet

## Introduction to Medicaid Transformation: Part 3 – Tailored Plan Enrollment & Timelines

### County Playbook: NC Medicaid Managed Care

#### The Tailored Plan Launches July 2022

The North Carolina Department of Health and Human Services (NCDHHS) will transition beneficiaries who may need certain services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI) to the **Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan (Tailored Plan)** beginning **July 1, 2022**.

This Fact Sheet provides details on what the Tailored Plan is, who qualifies for the Tailored Plan, and how and when this transition will occur.

#### WHAT IS THE TAILORED PLAN?

The Tailored Plan is an integrated health plan that provides:

- Physical health, pharmacy, care coordination and behavioral health services for beneficiaries who may have significant mental health needs, severe substance use disorders, I/DDs or TBIs.
- Added services, such as wellness programs.

#### TAILORED PLAN REGIONS

There are six Tailored Plans, and **only one Tailored Plan serves each county**. Tailored Plan service areas are based on a beneficiary's administrative county.

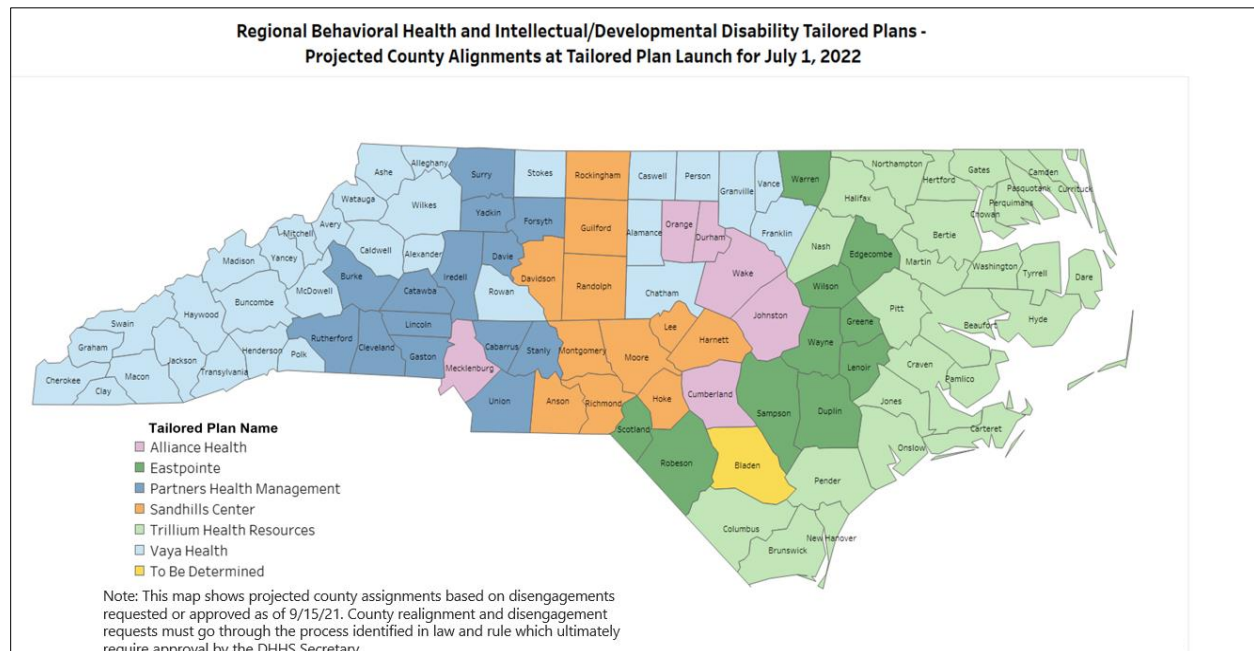
- **Alliance Health:** Cumberland, Durham, Johnson, Mecklenburg, Orange, Wake
- **Eastpointe:** Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Warren, Wayne, Wilson
- **Partners Health Management:** Burke, Cabarrus, Catawba, Cleveland, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Surry, Stanly, Union, Yadkin
- **Sandhills Center:** Anson, Davidson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond, Rockingham
- **Trillium Health Resources:** Beaufort, Bertie, Brunswick, Camden, Carteret, Chatham, Chowan, Columbus, Craven, Currituck, Dare, Franklin, Gates, Granville, Halifax, Hertford, Hyde, Jones,

Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Person, Perquimans, Pitt, Rowan, Stokes, Tyrrell, Vance, Washington

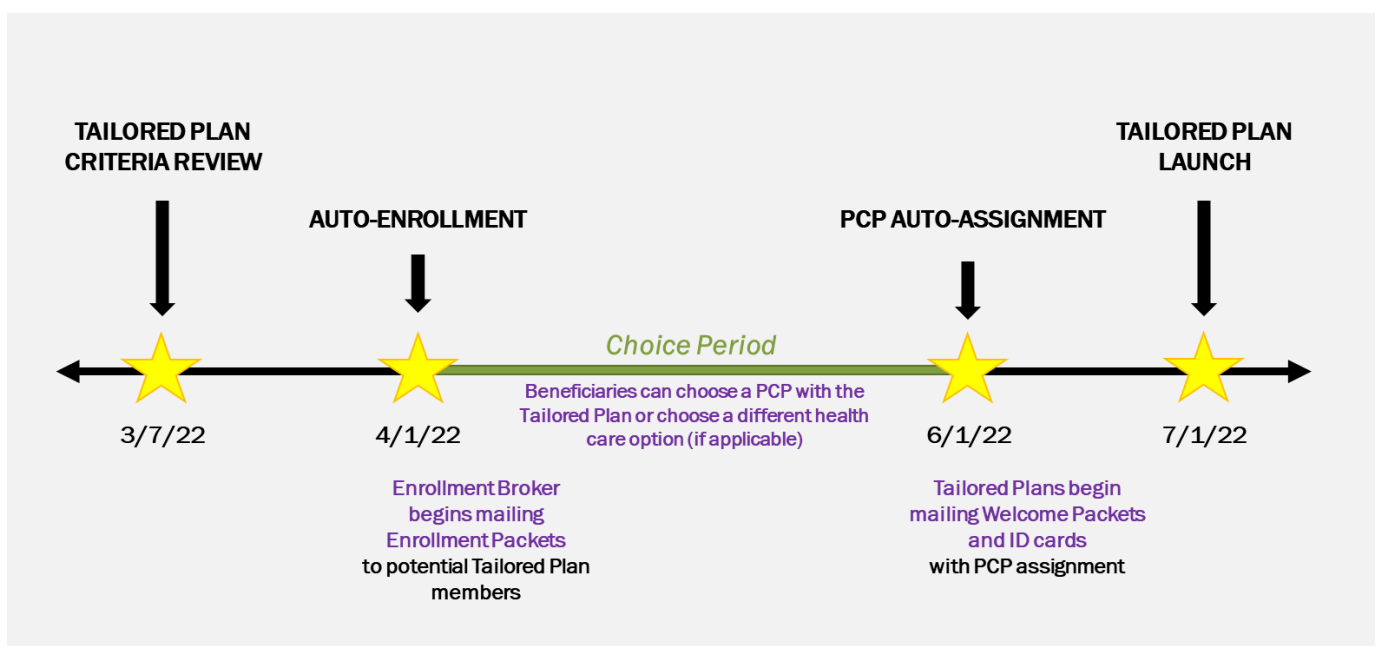
- **Vaya Health:** Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Swain, Transylvania, Watauga, Wilkes, Yancey

Note: These are projected county assignments based on disengagements requested or approved as of Sept. 15, 2021. County realignment and disengagement requests must go through the process identified in law and rule, which ultimately require approval by the NCDHHS Secretary.

\*As of Sept. 15, 2021, Bladen County is assigned to Eastpointe but has requested to transfer to Trillium Health Resources. This request is pending approval by NCDHHS.



## TAILORED PLAN TRANSITION TIMELINE



MILESTONE	IMPORTANCE	TIMELINE	WHO CAN HELP?
<b>Tailored Plan Criteria Review</b>	<p>All beneficiaries will be assessed to confirm qualification for the Tailored Plan.</p> <p>NCDHHS will continue to monitor and identify individuals who qualify for the Tailored Plan.</p> <p><i>Note: Those who no longer qualify for the Tailored Plan will receive a notice from the Enrollment Broker about their choices.</i></p>	Beginning 3/7/2022*	
<b>Auto-Enrollment</b>	<p>Beneficiaries who qualify for the Tailored Plan will be auto-enrolled in the Tailored Plan based on managed care status.</p> <p>Beneficiaries will receive a notice from the Enrollment Broker with their Tailored Plan enrollment.</p>	Beginning 4/1/2022*	Beneficiaries should contact the Enrollment Broker for assistance.
<b>Choice Period</b>	<p>Beneficiaries are encouraged to choose a primary care provider (PCP) with their Tailored Plan.</p> <p>Beneficiaries may be able to choose a different health care option instead of the Tailored Plan (if applicable).</p>	4/1/2022 – 5/31/2022*	<p>Beneficiaries should contact their Tailored Plan to choose a PCP.</p> <p>Beneficiaries should contact the Enrollment Broker to choose a different health care option (if applicable).</p>
<b>PCP Auto-Assignment</b>	Beneficiaries who have not selected a PCP will be assigned one by the Tailored Plan.	Beginning 6/1/2022*	Beneficiaries should contact the Tailored Plan for assistance.
<b>Day 1 – Tailored Plan Start Date</b>	Beneficiaries will begin receiving health care services from the Tailored Plan.	7/1/2022*	Beneficiaries should contact the Tailored Plan and/or the Enrollment Broker for assistance.

\*Dates are approximate and subject to change

## TAILORED PLAN ENROLLMENT CRITERIA

NCDHHS is responsible for managing and maintaining Tailored Plan enrollment criteria. NCDHHS collects and reviews claims, encounters and information from the Tailored Plans (such as Innovations and TBI Waiver waitlists) to identify beneficiaries that qualify for the Tailored Plan.

Identification for Tailored Plan enrollment will continue to be an ongoing process.

## TAILORED PLAN POPULATIONS – MANAGED CARE STATUS

The following populations will be auto-enrolled in the Tailored Plan.

- Tailored Plan
- Tailored Plan - TBI/Innovation
- Tailored Plan - TBI/Innovation - Dual Eligible
- Tailored Plan - TCL ([Transitions to Community Living](#))
- Tailored Plan - ICF ([Intermediate Care Facilities](#))
- Tailored Plan - SFR (State-funded Residential)

The following populations will not be auto-enrolled in the Tailored Plan but can choose the Tailored Plan.

- Tribal - Tailored Plan
- IHS - Tailored Plan
- Tribal - Tailored Plan - TBI/Innovation
- IHS - Tailored Plan - TBI/Innovation
- Tribal - Tailored Plan - TBI/Innovation - Dual Eligible
- IHS - Tailored Plan - TBI/Innovation - Dual Eligible
- Tribal - Tailored Plan - TCL
- IHS - Tailored Plan - TCL
- Tribal - Tailored Plan - ICF
- IHS - Tailored Plan - ICF
- Tribal - Tailored Plan - SFR
- IHS - Tailored Plan - SFR
- Foster Care/Adoption - Tailored Plan
- Tribal - Foster Care/Adoption - Tailored Plan
- IHS - Foster Care/Adoption - Tailored Plan

## AUTO-ENROLLMENT

**Once auto-enrollment begins on April 1, 2022**, potential Tailored Plan members will be enrolled in the Tailored Plan and can:

- Choose a PCP through the Tailored Plan
- Choose a different health care option (if applicable)
  - By calling **833-870-5500** (TTY: 711 or RelayNC.com)
  - Online at [ncmedicaidplans.gov](https://ncmedicaidplans.gov)

**Auto-enrollment for Tailored Plan is based on:**

1. If a beneficiary meets the Tailored Plan enrollment criteria within the lookback period of 24 months
2. The county that manages the beneficiary's Medicaid case (administrative county)
3. Special population considerations
4. If a beneficiary was disenrolled only because they lost NC Medicaid or NC Health Choice eligibility for two months or less

Fact Sheets will be updated periodically with new information. Created Oct. 12, 2021.  
For more information, please visit <https://www.medicaid.ncdhhs.gov/transformation>.